GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2727
ANSWERED ON:05.12.2002
INFERIOR QUALITY OF FOOD IN MAJOR TRAINS
RAMPAL SINGH

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government have received many complaints regarding supply of inferior quality of food in major trains like Shatabdi Express and other express and superfast trains;

(b) whether the Government have conducted any inquiry in this regard;

(c) if so, the outcome thereof; and

(d) the action taken against the staff found guilty in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)
(a) to (d) About 980 complaints have been received during 2001-02 regarding catering services on trains and stalls at Railway stations. Some of these are related to supply of inferior quality of food on trains. The complaints are examined and action is taken which includes termination besides imposition of fines and issue of warning. Disciplinary action is also taken against the staff found responsible. In 2001-02, 199 staff were taken up under disciplinary proceedings.